


# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ....


**4.5%**   
**MORE**  
 ROADWAY FATALITIES  
 THAN LAST YEAR




**33%**   
**FEWER**  
 EMPLOYEE-RECORDABLE  
 INCIDENTS

 **88%**  
 SEAT BELT USE  
 IN 2021

## SERVICE ....

 **73%**  
 CUSTOMERS  
 SATISFIED  
 WITH MODOT  
 CUSTOMER  
 SERVICE

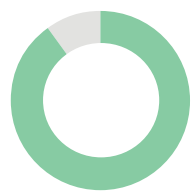
 **6.6%**  
 INCREASE IN  
 SOCIAL MEDIA  
 FOLLOWERS

 **RUSH  
HOUR**  
 TRAVEL TIMES  
**KC:**  **2.4%**  
**SL:**  **-2.5%**

 **97%**  
 PROJECTS  
 COMPLETED  
 ON TIME

## STABILITY ....

 **20.6%**  
 EMPLOYEE  
 TURNOVER  
 PROJECTED FOR FY22

 **90.6%**  
 MAJOR  
 HIGHWAYS  
**IN GOOD  
CONDITION**

**837**   
 BRIDGES  
 IN POOR  
 CONDITION